



Created by Congress in 1987, the Baldrige Program helps organizations improve and succeed in the global marketplace. It is the only public-private partnership and Presidential award program dedicated to improving U.S. organizations. In collaboration with the Baldrige community, the Baldrige Program offers a systems approach to organizational excellence, award-winning leadership development, self-assessment tools, organizational assessments by trained experts, workshops on how to improve, and events that showcase best management practices.

Baldrige in Missouri

- **51 Missouri applicants for the Baldrige Award (2005–2017)**
- **2 Missouri award applicants in 2016–2017 represent 2,947 jobs, 30 work locations, more than \$629 million in revenues/budgets, and an estimated 646,000 customers served.**
- **7 Baldrige examiners from Missouri volunteered over \$106,000 in services in 2017.**

Missouri National Role Models

Mid-America Transplant Services, nonprofit, 2015
MidwayUSA, small business, 2015 and 2009
Concordia Publishing House, nonprofit, 2011
Nestlé Purina PetCare Co., manufacturing, 2010
Honeywell Federal Manufacturing & Technologies, manufacturing, 2009

Heartland Health, health care, 2009
Boeing Aerospace Support, service, 2003
St. Luke's Hospital of Kansas City, health care, 200
SSM Health Care, health care, 2002
Wainwright Industries, Inc., small business, 1994

Success Story



Mid-America Transplant Services (MTS) is a private, nonprofit organ procurement organization and eye and tissue bank serving 84 counties in eastern Missouri, southern Illinois, and northeastern Arkansas. MTS works with partner hospitals to procure donated organs and tissues and then provide them to transplant centers and tissue processors.

Highlights

- Decrease from \$7,000 to under \$4,000 over 3 years in cost per donor for in-house cases, compared with approximately \$20,000 in the hospital
- First in the nation in lungs transplanted in 2014, second in 2015; second in kidneys in 2015, seventh for livers in 2015, and top 25% for both hearts and pancreata in 2015
- 80% workforce engagement, at or better than national best-in-class comparisons over 3 years; nearly 90% overall employee retention

Midwest Excellence Institute

The Alliance for Performance Excellence (www.BaldrigeAlliance.org) is a nonprofit national network of Baldrige-based organizations with a mission to grow performance excellence in support of a thriving Baldrige community. Alliance members include Baldrige-based programs that use the Baldrige Excellence Framework to serve organizations from all sectors in their region, state, or a specific industry. These programs annually evaluate and recognize over 1,000 organizations and serve as the feeder system for the national Baldrige Award.

The Midwest Excellence Institute (<https://midwestexcellence.org>) was established in 1992 to administer the Missouri Quality Award program and to promote quality principles in organizations from all industry sectors. It is a 501(c)(3) not-for-profit educational organization funded entirely by memberships and income-generating activities. The Foundation is led by a Board of Directors consisting of key business, education, government, and health care leaders.

2012–2017 Missouri Quality Award Recipients

Citizens Memorial Healthcare

Golden Valley Memorial Healthcare

Lake Regional Health System

Mid-America Transplant

MidwayUSA

Park Hill School District of Kansas City

Research Psychiatric Center

Special School District of St. Louis County

SSM Health St. Mary's Hospital

SSM Home Care

Success Story



A not-for-profit healthcare delivery organization, Golden Valley Memorial Healthcare (GVMH) consists of a 56-bed hospital, a home health service, outpatient services, and four physician clinics located in west central Missouri. GVMH also operates provider and outpatient clinics in Warsaw, Windsor, and Osceola, Missouri. Its mission is “to provide exceptional health and wellness services with friendliness and compassion” to Henry County and the surrounding areas.

Selected Results

- One of the “150 Greatest Places to Work in Healthcare”
- 94% of staff saying they were “satisfied” or “very satisfied” working at GVMH (87th percentile); 92% saying they would recommend employment to others
- Home Services named to the HomeCare Elite™ list, a recognition of the top-performing home health agencies in the United States, for 4 years in a row

AHCA/NCAL National Quality Award Recipients in Missouri

The [AHCA/NCAL National Quality Award Program](#) provides a pathway toward performance excellence for providers of long-term and postacute care services. The program is based on the core values and criteria of the Baldrige Performance Excellence Program.

Ashley Manor Care Center (Bronze, 2017)

The Bluffs (Bronze, 2017)

Columbia Manor Care Center (Bronze, 2017)

Frene Valley of Herman (Bronze, 2017)

Frene Valley of Owensville (Bronze, 2017)

Golden Living Center—Smithville (Bronze, 2016)

Holden Manor Care Center (Bronze, 2017)

Indian Hills—A Stonebridge Community (Bronze, 2017)

James River Care Center Inc. (Bronze, 2017)

Jefferson City Manor Care Center (Bronze, 2017)

Katy Manor (Bronze, 2017)

Lakeside Meadows—A Stonebridge Community (Bronze, 2017)

LaVerna Village Nursing Home (Bronze, 2017)

Life Care Center of Carrollton (Silver, 2017)

Life Care Center of Waynesville (Silver, 2017; Bronze, 2016)

The Manor at Elfindale (Silver, 2017)

McLarney Manor SNF (Bronze, 2016)

Medicalodges Neosho (Bronze, 2016)

Monterey Park Nursing Center (Bronze, 2017)

Nodaway Nursing Home (Bronze, 2017)

Northwood Hills Care Center (Bronze, 2016)

Oak Tree Villas—A Stonebridge Community (Bronze, 2017)

Oregon Care Center (Bronze, 2016)

Scenic Nursing & Rehabilitation Center (Bronze, 2017)

Sunrise of Chesterfield (Bronze, 2017)

Sunrise of Des Peres (Bronze, 2017)

Sunrise on Clayton (Bronze, 2017)

Tiffany Heights (Bronze, 2016)

The Valley—A Stonebridge Community (Bronze, 2017)

The Villas—A Stonebridge Community (Bronze, 2017)

Westphalia Hills—A Stonebridge Community (Bronze, 2017)

Westridge Gardens Nursing & Rehabilitation Center (Bronze, 2016)

Baldrige Performance Excellence Program

National Institute of Standards and Technology • Innovation and Industry Services

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